

# Aye Chan

Hobart, Tasmania, Australia

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Portfolio Website: <https://aye-chan.net>

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## About Me

Fast-learning and adaptable IT support professional with experience across end-user computing, desktop support, network operations, POS systems, and incident management. Currently working as an End User Computing Specialist at Tata Consultancy Services, supporting hardware, software, Microsoft 365, user access, onboarding/offboarding, asset management, vendors, and ITSM processes. Previous experience includes point-of-sale systems, multi-site retail IT support, and 24/7 network operations at SingTel. AWS Certified, bilingual in English and Burmese, and fully authorised to work in Australia as a Permanent Resident.

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## Technical Skills

- **End User Computing & Desktop Support:** Windows 10/11, Microsoft 365, desktop/laptop support, mobile devices, peripherals, printers, hardware/software troubleshooting, onboarding/offboarding, and asset support.
  - **Systems & User Access:** Active Directory support, Microsoft 365 account support, password resets, access requests, user provisioning/deprovisioning, and ITSM ticket documentation.
  - **Hardware, POS & Retail IT Support:** POS systems, desktops, servers, network devices, retail peripherals, multi-site support, vendor coordination, and equipment replacement.
  - **Networking & Incident Support:** Network Operation Centre (NOC) management, TCP/IP, LAN/WAN fundamentals, connectivity troubleshooting, incident escalation, root cause analysis, and 24/7 network operations.
  - **Application & Configuration Support:** XML fundamentals, configuration files, structured data, JSON/API concepts, and application troubleshooting.
  - **Cloud & Development Exposure:** JavaScript, HTML, CSS, SQL, React, Bootstrap, Python, AWS Lambda, DynamoDB, API Gateway, S3, CloudWatch, IAM, EC2, Route 53, and Git/GitHub.
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# Work History

## End User Computing Specialist

Tata Consultancy Services, Hobart, Tasmania

Jul 2025 – Present

- Provide first and second-level support for desktops, laptops, mobile devices, peripherals, printers, and business applications at client site (TPG Telecom - Hobart Call Centre).
- Troubleshoot hardware, software, Microsoft 365, user access, connectivity, and application-related issues.
- Support onboarding, offboarding, device setup, asset handling, and equipment replacement activities.
- Document incidents, service requests, troubleshooting steps, and resolutions in ITSM systems.
- Coordinate with remote teams, vendors, and escalation groups to resolve technical issues.

## Senior Associate Engineer

Singapore Telecommunications Limited (SingTel), Singapore

Mar 2018 – Mar 2025

- Served as **Duty Manager** and led a 5-person team in a 24/7 Integrated Network Operations Centre (NOC) supporting critical telecom services.
- Performed root cause analysis of network alarms across mobile, broadband, and fixed voice services.
- Coordinated incident escalation and worked with stakeholders to resolve critical service issues.
- Managed change activities, shift handovers, daily reporting, and compliance-related documentation.
- Worked under pressure in a high-availability environment requiring fast response and accurate documentation.

## IT Help Desk Technician

Polar Puffs & Cakes Pte Ltd, Singapore

Jul 2014 – Nov 2015

- Provided IT support for HQ, factory operations, and 28 retail outlets across Singapore.
  - Supported desktops, POS machines, servers, network devices, printers, and retail peripherals.
  - Troubleshot hardware, software, connectivity, and user access issues across multiple sites.
  - Set up backup systems and assisted with basic infrastructure support.
  - Liaised with third-party vendors for hardware replacement, system support, and IT service delivery.
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# Projects

## Cloud Resume Challenge - [www.aye-chan.net](http://www.aye-chan.net)

GitHub Repo: <https://github.com/Aye-Chan009/Resume>

- Created a personal portfolio website using HTML, CSS and JavaScript. Implemented responsive design to ensure compatibility across different screen sizes.
- Deployed serverless on AWS S3, using Route 53 for DNS and HTTPS security. CloudFront for faster delivery of static content.
- Included visitor counter using DynamoDB for database, API gateway for API and Lambda with Python to update database. Added a functional contact form that sends emails via AWS SES.
- Created GitHub Action to automatically push changes to AWS S3 for CI/CD.

## MovieDB Website - [www.ayechanmdb.com](http://www.ayechanmdb.com)

GitHub Repo: <https://github.com/Aye-Chan009/Movie-Browser>

- Fetched movie data from the TMDb API. Built the frontend using React with reusable components and responsive design for different screen sizes.
  - Backend is built using AWS Lambda (Node.js) and API Gateway to handle review submissions and retrieval. Used DynamoDB to store user reviews.
  - Implemented Amazon Cognito for secure user account creation and authentication. Configured Route 53 for DNS management and HTTPS security via SSL.
  - Deployed on AWS Amplify with CI/CD from GitHub and built-in caching via CloudFront.
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# Education and Certifications

## Bachelor of Computer Science (Digital Systems Security)

University of Wollongong, Australia (Singapore Campus)

- Focus: System & Network Security, Distributed Systems, Cloud Computing.

## Diploma in Computer Engineering

Singapore Polytechnic

- Focus: Structured Programming, Object Oriented Programming, System Design, TCP/IP.

## Certifications:

- AWS Certified Cloud Practitioner ([Verify](#)) Expires Jun 2027
- AWS Certified Developer Associate ([Verify](#)) Expires Nov 2027
- AWS Certified Solutions Architect Associate ([Verify](#)) Expires Mar 2028

# References

Available upon request.